UniLodge

UniLodge @ RMIT Bundoora - Walert House
345 McKimmies Road, Bundoora, VIC 3083

2027

RESIDENT HANDBOOK

WELCOME

We trust that your stay here will be both enjoyable and productive. The team at UniLodge @ RMIT Bundoora – Walert House is aware that you are here not only to enjoy yourself but also to study, and we understand that at times you will be under pressure to complete assignments or prepare for exams. The Resident Handbook is designed to ensure that everybody understands and familiarises themselves with the building and how things work so that all residents can enjoy their stay.

In this Handbook you will find that most items mentioned are based on common sense and are explained during the initial check-in process and induction.

We hope that the information provided in this Resident Handbook will prove useful in assisting you with the most common instances that may occur.

UniLodge @ RMIT Bundoora - Walert House wants to continue in maintaining a positive, safe and secure atmosphere that provides students with the greatest opportunity to maximise their success, enjoyment and experience from their time studying in Melbourne.

Enjoy your stay!

UniLodge @ RMIT Bundoora – Walert House Team

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SETTLING IN

We understand that everyone in the building will be living away from their family and friends for the time that they are with us, so we encourage you to become involved in our Residential Life Program, so that you will make new friends and begin to feel more ‘at home’.

If you are having difficulty settling in, our staff are here to help you! Please come and see us if only for a chat! We also have many students from different backgrounds who are going through the same experiences as you.

Most students coming from overseas experience a certain amount of ‘culture shock’. The people, the weather, the food, and the buildings may be new, and it may take you a little time to get used to your new surroundings.

UniLodge @ RMIT Bundoora – Walert House would like your stay to be a happy and prosperous one.



WE ARE HERE FOR YOU! – PASTORAL CARE

UniLodge strives to provide community-based support. One of the big advantages of living in a community is that there is always someone here to help. Do not keep your worries or problems to yourself – the sooner we know, the sooner we can help you to resolve any issues that you may be dealing with. Our staff will keep conversations confidential, and you can be assured of a sympathetic ear, regardless of the size or nature of your problem.

New residents often have trouble adjusting to:

- The transition from school to tertiary/university life
- A different education system and different demands
- Living away from home, and being responsible for themselves
- Being away from the support of family and friends
- Settling into city life, a new state or a new country
- Language barriers
- Lifestyle and cultural changes, which may include:
    - Finding their way around e.g. transport, clubs, churches etc.
    - Basic establishment tasks e.g. setting up bank accounts etc.

UniLodge staff are here to assist you with all these issues and more. Feel free to pop down to Reception, email or call us. We will be happy to give you any information or support that you may need.

Anyone affected by illness, accident or death of a relative, should take the time and talk to the Residential Life Manager, Property Manager Operations or the General Manager Portfolio.

If necessary, we can refer you to the RMIT Counselling Service for further support.

IMPORTANT RESOURCES	
Reception	03 9998 8400
Duty Phone	0429 094 773
RMIT Security Bundoora	03 9925 3333
	0418 551 814 (After Hours)
	Building 216, Bundoora West Campus
EMERGENCY	
Police, Fire, Ambulance	000
RMIT Security - Emergency	03 9925 3333
RMIT Counselling After-Hours Crisis Support	1300 305 737 or text 0488 884 162
Crisis Assessment Team (Northern Region)	1300 874 243
Centre Against Sexual Assault (24 hours)	1800 806 292
Victorian Poisons Information Centre	13 11 26
CATT- Crisis Assessment and Treatment Team	1300 721 927
NCASA- Northern Centre Against Sexual Assault	03 9497 1768
SUPPORT LINES	
Gender Based Violence/ Domestic Violence	1800 RESPECT or 1800 737 732 or text 0458 737 732
Lifeline (24 hours)	13 11 14
Victorian Suicide Line (24/7)	1300 651 251
Beyond Blue (24/7)	1300 22 4636
Grief Line (12pm–12am)	1300 845 745
Direct Line (24 hours drugs/alcohol info)	1800 888 236
Family Relationship Advice Line	1800 050 321
Sexual Health Hotline	1800 696 784
Victoria Legal Aid Helpline	1300 792 387
MEDICAL SERVICES	
Nurse on Call	1300 60 60 24
Bundoora Family Clinic	03 9467 7433
University Hill Medical Centre	03 9467 4222
Mill Park Superclinic	03 9436 4155
Achernar Dental Care	03 9467 3332
Home Doctor Service	1300 968 737
Northern Hospital, Epping	03 8405 8000
Austin Hospital, Heidelberg	03 9496 5500

RMIT SERVICES	
RMIT Security Bundoora	RMIT Security is the safety and security service for the University's campuses. If there's an emergency situation on campus, security staff are available to respond immediately.
	03 9925 3333 **or** 0418 551 814 (After Hours)
	Building 216, Bundoora West Campus
RMIT Student Connect	The one stop shop to getting assistance for RMIT student services and support. Eg: Enrolment, course and program help, fees/loans, wellbeing, support, timetables and more.
	03 9925 5000
	Building 202, Bundoora West Campus
Bundoora Library	RMIT Bundoora campuses Library for your studying needs and support services.
	03 9925 2020
	Building 210, Bundoora West Campus
RMIT Safer Community	RMIT Safer Community is there for you to report or seek support for unwanted or threatening behaviour, including sexual assault and harassment.
	03 9925 2396
	safercommunity@rmit.edu.au
RMIT Study Support	RMIT Study Support includes peer mentoring, online learning labs, one-on-one consultations, and more.
Ngarara Willim Centre	Ngarara Willim Centre is a place at RMIT for Aboriginal and Torres Strait Islander students to engage with their education and to be supported and encouraged throughout their studies.
	03 9925 4885
	Building 202, Level 3, Room 21, Bundoora West Campus
RMIT Careers	RMIT free careers support includes Job Shop, workshops, job advertisements, resume support and more.

Financial Problems

If you are experiencing any financial difficulties, please speak to the Property Manager – Operations. Often, these difficulties can be managed by the implementation of a financial plan to assist with rental payments. In addition, universities have their own Student Financial Service Unit usually managed by a Student Services Department that can assist with broader living expenses. RMIT Connect can provide helpful information on financial assistance.



What is Residential Life?
Residential Life is an integrated, contemporary, Residential Life Program, run by UniLodge for our residents. It is designed to support and bring out the best in each resident through the duties and activities carried out by Residential Advisors, and the Residential Life Manager.

UniLodge's Multicultural Vision
We promote a culture of mutual respect, tolerance and celebration of diversity. We aim to provide opportunity for the building of cross-cultural understanding and friendship. We aim to create an environment where everyone feels respected and looks out for everyone else. A community where residents feel they belong and can share a sense of family and friendship. We aim to provide opportunities for residents to interact with, learn from, and value everyone.

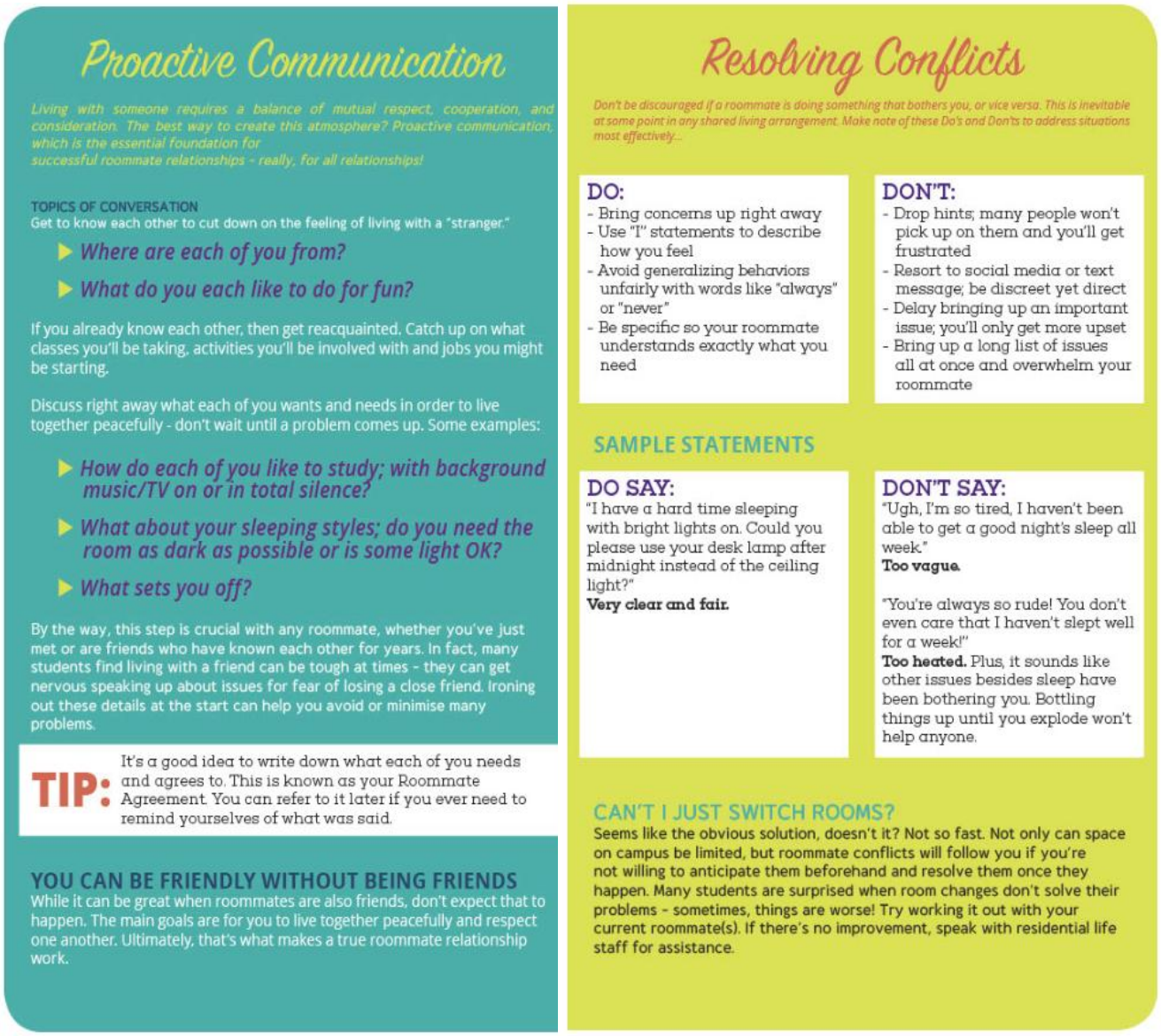
What does the Program Aim to Achieve?
It offers a balanced program of activities that supports Resident life across many dimensions such as: standard of living and quality of life, mental and physical health, academic and personal achievements, personal and social relationships, safety and security and community connectivity.

What Types of Activities Underpin the Residential Life Program?
- Socially responsible activities such as getting residents involved in raising much needed funds for a charity or participation in community-based activities.
- Barbeques and nights full of entertainment which encourages integration, fun and friendship.
- Trips to Aussie fun spots - go surfing, indoor rock-climbing, trips to great Australian icons.
- Educational and special interest forums, seminars and focus groups.
- Life skill sessions such as budget workshops, interview skills, and resume writing workshops.
- Game nights and movie nights.
- Sporting activities such as netball, basketball, footy, cricket – it's up to you!
- International parties and cultural activities.

Attending Events
Attending and signing up for events is easy. You can register for events via the UniLodge Resident Portal. The wide range of events will be loaded via the UniLodge Resident Portal for the upcoming months so you can see what events are coming up and choose the ones you wish to attend. So simple! Our Residential Life Team can assist you or answer any questions you may have.

Photos at Events
Photos at Residential Life events will be taken, and from time to time we will use these to post on social media or in marketing materials. If you would like us to remove a picture of you, please contact reception. By allowing your picture to be taken at events you are allowing it to also be used in social media and/or promotional merchandise.

Living Together @ UniLodge



Proactive Communication

Living with someone requires a balance of mutual respect, cooperation, and consideration. The best way to create this atmosphere? Proactive communication, which is the essential foundation for successful roommate relationships - really, for all relationships!

TOPICS OF CONVERSATION
Get to know each other to cut down on the feeling of living with a "stranger."

- *Where are each of you from?*
- *What do you each like to do for fun?*

If you already know each other, then get reacquainted. Catch up on what classes you'll be taking, activities you'll be involved with and jobs you might be starting.

Discuss right away what each of you wants and needs in order to live together peacefully - don't wait until a problem comes up. Some examples:

- *How do each of you like to study; with background music/TV on or in total silence?*
- *What about your sleeping styles; do you need the room as dark as possible or is some light OK?*
- *What sets you off?*

By the way, this step is crucial with any roommate, whether you've just met or are friends who have known each other for years. In fact, many students find living with a friend can be tough at times - they can get nervous speaking up about issues for fear of losing a close friend. Ironing out these details at the start can help you avoid or minimise many problems.

TIP: It's a good idea to write down what each of you needs and agrees to. This is known as your Roommate Agreement. You can refer to it later if you ever need to remind yourselves of what was said.

YOU CAN BE FRIENDLY WITHOUT BEING FRIENDS

While it can be great when roommates are also friends, don't expect that to happen. The main goals are for you to live together peacefully and respect one another. Ultimately, that's what makes a true roommate relationship work.

Resolving Conflicts

Don't be discouraged if a roommate is doing something that bothers you, or vice versa. This is inevitable at some point in any shared living arrangement. Make note of these Do's and Don'ts to address situations most effectively...

DO:

- Bring concerns up right away
- Use "I" statements to describe how you feel
- Avoid generalizing behaviors unfairly with words like "always" or "never"
- Be specific so your roommate understands exactly what you need

DON'T:

- Drop hints; many people won't pick up on them and you'll get frustrated
- Resort to social media or text message; be discreet yet direct
- Delay bringing up an important issue; you'll only get more upset
- Bring up a long list of issues all at once and overwhelm your roommate

SAMPLE STATEMENTS

DO SAY:
"I have a hard time sleeping with bright lights on. Could you please use your desk lamp after midnight instead of the ceiling light?"
Very clear and fair.

DON'T SAY:
"Ugh, I'm so tired, I haven't been able to get a good night's sleep all week."
Too vague.

"You're always so rude! You don't even care that I haven't slept well for a week!"
Too heated. Plus, it sounds like other issues besides sleep have been bothering you. Bottling things up until you explode won't help anyone.

CAN'T I JUST SWITCH ROOMS?

Seems like the obvious solution, doesn't it? Not so fast. Not only can space on campus be limited, but roommate conflicts will follow you if you're not willing to anticipate them beforehand and resolve them once they happen. Many students are surprised when room changes don't solve their problems - sometimes, things are worse! Try working it out with your current roommate(s). If there's no improvement, speak with residential life staff for assistance.

To assist residents living in multi-share apartments, our Residential Advisors are able to host flat meetings with you and your flatmates if requested. This meeting will result in the signing of a written flatmate agreement for the apartment to abide by. If you join a multi-share apartment which has already signed an agreement, you will have an opportunity to agree to the existing agreement or request another flat meeting.

Academic Support

If you have an academic problem, talk to us as soon as it arises – don't leave it until it is too late! Should you have any concerns regarding course and subject selection, preparation for examinations, dealing with tutors and lecturers, applying for special consideration due to sickness or family troubles - we can help to refer you to the relevant department or faculty that will be able to resolve any issues. As a resident you will experience differing levels of stress at various times, particularly around examination time. We are here to provide a climate in which you can maximise your academic achievements. If you are experiencing noise related problems that are affecting your study, please advise us immediately. **Residents must always be tolerant of other residents' study habits.**

Multi-share Cleaning

Each fortnight, the kitchen and lounge room areas of multi-share apartments will be cleaned by professional cleaners. Cleaners will be addressing the following areas:

- Stovetop
- Glass splashback
- Living area floor
- Kitchen area floor

You will be notified of the cleaning schedule for your apartment after you have moved in. The cost of this service is included in your fees.

Residents will still be responsible for:

- Disposing of any rubbish (including old food)
- Cleaning bedrooms
- Cleaning bathrooms
- Wiping everyday surfaces (such as the bench, table, coffee table, shelves around the TV).
- Washing dishes
- Cleaning and maintaining the cleanliness of appliances

Personal Problems

Do not be afraid to confide in Walert House staff to discuss any personal issues that may be affecting you. We are here to support you, provide guidance, assistance and referral where necessary.

Confidentiality

Your confidentiality is important to us. Should you wish to discuss any matter in private, please ask. **All matters discussed will be kept confidential.**

Bullying, Sexual Harassment and Assault, and Discrimination

Bullying, sexual harassment and discrimination is **NOT tolerated** and is against the law in Australia. UniLodge is committed to providing a respectful and safe place to study and live at Walert House.

Walert House is a friendly and supportive community, and it is expected that members will be pro-active in ensuring that it remains so. Anyone at Walert House who engages in any form of bullying, sexual harassment, assault or discrimination will be asked to leave.

The Equal Opportunity Act 2010 (Vic) makes discrimination unlawful based on a person's **gender, race, age, sexual orientation, disability, religion, political beliefs or activities.**

If you are feeling unsafe, unsure what to do about threatening or unwanted behaviour, or if you or someone you know has experienced sexual harassment or assault, Safer Community can provide support, advice and options.

RMIT Safer Community
Email: safercommunity@rmit.edu.au
Phone: 03 9925 2396

Consent

RMIT and UniLodge strive to create a safe and inclusive community at Walert House for all residents. Part of this is making sure that our residents understand the meaning of consent and how to give it freely. Upon arrival you will need to complete our Resident Induction session in person, as well as our Online Induction Modules that will include Respectful Relationships Module. Want a better understanding about what sexual consent is? Then watch this video **Watch the Tea Consent video**.

If you think you have been subjected to bullying, sexual harassment or discrimination please contact the **Residential Life Manager** and the appropriate steps will be taken.

Social Support

Walert House will organise Residential Life events throughout the year and you are encouraged to attend these activities, as they provide the ideal opportunity to get to know the staff and most importantly other residents within the building. Taking part in the organised social events will assist in overcoming any loneliness you may experience and give you an opportunity to make friends and develop long lasting relationships that will enrich your experiences here at UniLodge and your time spent as students.

Workplace Health and Safety

Under the Occupational Health and Safety Act 2004 (Vic), UniLodge is recognised as a workplace. As such staff and residents alike are responsible for maintaining a safe and secure environment at all times. As a resident, you must not directly cause or contribute towards an accident e.g. preventing easy access or exit from the building by leaving belongings or rubbish in entrances or interfering with any fire safety notices or equipment.

Complaints

Life in a community means that sometimes challenges can arise that are difficult to manage on your own. You might have a problem with a fellow resident, staff member, or a decision that has been made by UniLodge management. If you do come across some difficulties at Walert House, don't hesitate to contact the Residential Life Manager or the Property Manager – Operations or the General Manager. In most cases, problems can be resolved through informal enquiries and discussions.

Here are the steps to follow if you need help to resolve a problem:

Step 1 – Try to address the situation with the resident first. If you do not feel comfortable talking to the resident, then continue to step 2.

Step 2 - If the problem is not resolved after step 1, contact the Residential Life Manager (reslifemgr.rmitb@unilodge.com.au)

Step 3 - The Residential Life Manager or UniLodge Management will assist you with working through the situation. If UniLodge management make a decision related to your complaint, you are able to have the decision reviewed by the General Manager – Portfolio. An appointment to speak with the General Manager - Portfolio may be made at reception. Should you wish to appeal a decision, or where consideration of the complaint by the General Manager - Portfolio is not appropriate, the matter may be reviewed by the UniLodge Chief Operating Officer.

In addition to the above, you have the right to an external review. You may seek the advice of any relevant independent 3rd party, such as the Victorian Ombudsman.

REFUND POLICY

Security Deposit and Advanced Residence Fee (Rent)

No Refund

- In the event of a resident being evicted, the resident will not be eligible for a refund of any rent paid until another resident is found.
- At the end of a Residence Agreement, where damage has been caused to Walert House property and the security deposit is not enough to cover the cost of rectification, the security deposit will be claimed, and the resident will remain liable for any additional costs.
- Where a resident breaks a Residence Agreement without cause, the resident is not eligible for any refund of advanced rent until another resident is found.

Partial Refund

- Where a resident wishes to withdraw their application after accepting an offer of accommodation and has paid a holding and/or security deposit and/or rent, the resident must give at least **28 days written notice** prior to the commencement date of their Residence Agreement.
- Where the appropriate notice is given, a portion of the security deposit may be refunded **at the discretion of UniLodge management**, dependent on the subsequent re-letting of the apartment to another party. A further cancellation fee may apply that is the equivalent to 2 weeks of rent.

At the end of a Residence Agreement which is not renewed, a partial refund will be issued if there are any outstanding fees, damages to the room, or additional cleaning required.

Total Refund

- A security deposit is refundable at the end of a Residence Agreement which is not renewed. The conditions for this are: rent is paid in full, all furniture and equipment is accounted for, there is no damage to any Walert House property for which the resident is liable, and expenses such as cleaning, misc fees, are fully paid.
- If the student does not receive an academic offer from RMIT, or they do not receive their visa, provided the resident notifies UniLodge @ RMIT Bundoora – Walert House within 5 days of the beginning of the individuals contract start date, their booking will be cancelled without financial penalty. UniLodge @ RMIT Bundoora – Walert House may ask you to provide proof. Please check with reception for official date per annum.

Breaking the Residence Agreement

The Residence Agreement is a legally binding document, which if broken may continue to attract costs for the resident. Where a resident believes that they cannot stay in the apartment or continue to pay the residency fees, they must notify Reception (rmitbundoora@unilodge.com.au) in writing as soon as possible.

If the resident wishes to terminate the Residence Agreement before the end date the resident must notify UniLodge management in writing of their intention to terminate their Residence Agreement. The resident must give UniLodge management no less than 28 days' notice and continue to pay the Residence Fees until the earlier of:

- The expiry of the Residence Agreement; or
- The commencement date of a new Residence Agreement between a replacement resident and UniLodge management.

In addition, a cancellation fee equivalent to 2 weeks rent and a departure cleaning fee is payable.

Under extenuating circumstances UniLodge management have the ability to reduce the notice period or fee associated with termination of a Residence Agreement.

When considering terminating your Residential Agreement, it is your responsibility to do the following:

- Continue to pay the residency fee as per the agreement until the apartment is re-let. We will refund any monies owed to you if and when the apartment is re-let.
- In all cases the apartment must still be returned to the same standard that it was in at the commencement of the lease.

By accepting your offer, you have entered into a legally binding agreement, and you are responsible for the payment of the residence fees under this agreement for the agreed term. UniLodge @ RMIT Bundoora – Walert House reserves the right to seek recovery of these monies should you fail to meet your legal obligations.

ARRIVAL

Upon check in, you will receive the following items:

- A security swipe card
- A copy of the Entry Condition Report for your apartment will be emailed to you
- A Direct Debit Calendar is available from Reception.

Within **5 days** of arrival, you will also be required to attend a compulsory in-person induction session. The Induction Session provides an overview of important information related to your residency, as well as everything you need to know about living at Walert House. In addition to the compulsory in-person induction, residents also need to complete the online induction modules and Gender Based Violence module/s **within 2 weeks** of checking in.

Absent from Your Apartment

If you intend to leave your apartment for more than 2 nights, please ensure you advise staff by filling in the Vacation form via the QR code located in Reception, your apartment, on noticeboards. Reception will note this on your file should we need to contact you in an emergency. Please note if you are away over a rental instalment date, it is your responsibility to ensure that your residency fees have been prepaid.

Access to Other Bedrooms/Apartments

Entering another resident's bedroom or apartment without authorisation is not permitted. Culprits may be detained and charged with trespassing by the appropriate authorities. To prevent trespassing and, in particular theft, all residents should keep their doors closed and locked regardless of whether or not they are in their apartment.

Access to the Building

The automatic foyer doors are programmed to operate without the use of a swipe card during reception hours. Outside of reception hours, it is necessary to use your swipe card to open the automatic sliding doors.

Additional Furniture

The installation of other furniture into a resident's apartment is not permitted unless a written application is submitted to and approved by UniLodge management at least 3 business days prior to checking in. Every request will be looked at separately depending on the size of the apartment and furniture required.

Identification

Identification should be carried at all times as it allows Walert House to determine if a person is a resident at UniLodge. It also allows after-hours access should you lose your swipe card. **You should always keep your swipe card and ID separate.**

Security and Swipe Card

- You are issued with a swipe card when you check in. The swipe card will give you access to the main entrance door of the building after hours, your apartment front door and bedroom if living within the multi-share apartments.
- The swipe card should be carried by residents at all times. Your swipe card must not be given to any other person.
- Please remember to close your door when leaving your apartment to ensure it is secured.
- Should you lock yourself out of your apartment and/or room during business hours come to reception and they will assist you. After-hours call the Duty RA using the phones located in the lift lobbies of each floor. Please note that a $10 fee is applicable in this instance.
- Should you lose your swipe card or be locked out of your apartment, you must contact a UniLodge staff member immediately. The charge for a replacement of a lost swipe card is $55 each.

BUILDING FACILITIES

BBQ

The BBQ is located on the outdoor terrace on level one and is available to residents 24/7 for use. Please ensure that you clean the BBQ after use and no personal items or rubbish is left in the area.

Bicycle Storage

Bicycle racks are located on the ground floor, and they are undercover and secure. All bicycles must be registered at reception for security purposes and stored in the allocated area with the name tag from reception. Bicycles are not to be brought into any of the apartments. Bicycles are not permitted to be stored on any part of the common property within the building. Transgressions will lead to bikes being removed; any locks or mechanisms securing the bike will be removed at the expense of the resident.

Bin Room / Garbage Chute

The bin room is located on level 1 next to the elevators. All items that are larger than a small bag of rubbish need to be bought down to the bin room and placed in the bins available. The garbage chute that is available on level 2 – 6 are only available for small items – no boxes, no large bags, no appliances, no beddings, no glass or items that would shatter on impact in the chute. Any resident/s that are found to be using the chute inappropriately may receive an official warning and/or be liable for any extra costs associated with unclogging the chute and getting it back to a useable condition.

Car Parking

Dedicated car parking is available at the property and annual or half-yearly permits can be purchased from RMIT.

Contents Insurance

UniLodge and/or RMIT are not liable for any personal items of any resident in the property. If you would like to have insurance on your items, you will need to source your own contents insurance.

Dishwashers

Dishwashers are to only operate with dishwashing machine specific cleaning items, eg: dishwashing powder or tablets. **DO NOT** use washing liquid in them as it will break them. Residents that use them incorrectly may be charged the maintenance / replacement fee.

Game Zones

The property features two great game zones located on level 3 and in the ground floor Hub. We have the Pods on level 3 that have TV monitors for watching movies, playing lectures, or gaming. We also have The Hub which has a pool table, tennis tables, foosball table and yoga mats.

Kitchen

There are spacious resident kitchens on Levels 2 and 6 that have ovens, cooktops and microwaves. Residents that use the area must:

- Washing up your dirty dishes
- Removing rubbish and placing it in the rubbish bins
- Wiping down used surfaces and cleaning up mess
- Do not leave ovens or stove tops on while unattended
- Do not leave personal items in the communal kitchens

Any items left in the common area kitchen will be thrown away into the rubbish. Items left within the refrigerator must be labelled with the resident's name and apartment number; otherwise it will be thrown away. Any sink blocked by food must be reported to a UniLodge staff member. Please ensure that the range hood is on while cooking on the stove tops.

Laundry

The laundry is open 24/7 and is located on level 4. It has washing machines and dryers available for resident use. For effective cleaning and drying, do not overload the machines. **Please use the appropriate amount of product according to the instructions on the machines and the product that you are using.** Residents must use a timer while using the facilities. UniLodge is not responsible for any items damaged, lost or misplaced during use of the common facilities.

Mail/Mailboxes

All mail and parcels are received by reception and can be collected during office hours. If you have a parcel, you will be notified via email by Walert House staff once it is ready for collection.

Letters and general mail is available to collect in your mailbox which is located inside of the reception door.

Mail that looks suspicious or does not have the name of an 'in room' resident on the item will not be accepted by staff. Items like these may also be marked as 'return to sender' and be posted back to the original source or may be thrown out if they are suspicious/illegal in nature. If residents would like someone to collect a parcel or mail on their behalf – they must email reception with what they would like to be collected, when it will be collected and the full name of the individual that will be collecting it.

Reception / After-Hours Staff

Our staff will assist you with any questions and queries regarding the property and also have a range of knowledge concerning the local area, food, travel and general information. Reception hours are as followed:

- Monday to Fridays – 7am to 7pm
- Saturdays – 10am to 4pm
- Sundays and Public Holidays – Closed

The phone number for reception is **+61 3 9998 8400.**

When reception is closed, you can reach the Duty RA on **0429 094 773**.

Resident Lounges

The communal resident lounges have large flat screen TVs and projectors and lounge chairs. Please show consideration to other residents by ensuring these areas are kept clean and tidy at all times.

Shopping

Uni Hill Town Centre is only a 10-minute walk away from the property, offering over 100 stores, a supermarket, take away food outlets and cafes. There are also cafes on campus.

Sporting Facilities

The on campus RMIT Sports Centre is only a 2-minute walk away and offer a student discount. For more information visit their website.

Study Rooms

Study project rooms are located on level 4 and available 24/7 for residents to use. The rooms feature RMIT ITS video conferencing.

Suitcase Storage

Suitcase storage is located on the ground floor, and they are undercover and secure. All suitcases must be registered at reception for security purposes and stored in the allocated area. There is a **limit of one bag per resident** to make sure that as many residents as possible have an opportunity to store an item if they choose to, as storage space is limited.

Sustainability Corner

Sustainability corner is located on Level 2 and includes Red Cross clothing donation bins, Diabetes Clothing bins, used batteries collection, towel/food/toy donation bin for local animal rescues, and can/bottle recycling bins to collect eligible containers for the 10cent Victorian recycling scheme. Any money collected through the recycling scheme will be donated to local charities and tracked through Reception.

Utilities - Electricity and Water

Electricity and water consumption are included in your residency fees.

Public Transport

The property is in a great location with close access to public transport connecting residents to Melbourne CBD and surrounding suburbs. Information on public transport can be obtained from the Public Transport Victoria website or you can download the PTV app on your phone. Our friendly customer service staff can assist you to navigate the website or the app.

Myki

- You can top up your Myki card (public transport travel card – essential for travel on all public transport) online at https://www.ptv.vic.gov.au/tickets/myki/buy-a-myki-and-top-up/where-to-buy-and-top-up/.
- Locations to purchase a Myki card are below:

Shop Name	Address
Mill Park Newsagency	314 Childs Road, Mill Park
7-Eleven Mill Park	252 Childs Road, Mill Park
Bundoora Post Office	39 Plenty Road, Bundoora
Train Stations	South Morang Train Station & Thomastown Train Station

Train

- You can go to Thomastown Station which will take you into the city. Take bus Route 570 from McKimmies Road to get to the Thomastown Station.

Tram

- You can take the tram from Plenty Road on Route 86 into the City/Docklands.

Bus

- You can take the bus to Thomastown Station on Route 570 from McKimmies Road.
- You can take the bus to Greensborough Station on Route 566 from Plenty Road.
- You can also take the bus to Plenty Valley Westfield on Route 382 from McKimmies Road.

RMIT Courtesy Bus

The RMIT University Courtesy Bus is a free service that is active from 5:00pm until 10:00pm, 7 days a week at the Bundoora campus. Times may vary. Please check the website linked for updated details. The bus will run each 20 minutes throughout these hours.

Stop 1: Walert House
Stop 2: B203 Sports Centre
Stop 3: B210/202 Library/Security
Stop 4: Plenty Rd, Tram/Bus access
Stop 5: Coles/Uni Hill Shopping
Stop 6: B300 Health Care Clinic
Stop 7: Bundoora East B251
Stop 8: Plenty Rd Tram & Bus access



COMMUNICATIONS

Internet

Internet access via the RMIT network is available through a data point in each bedroom and wireless throughout the interior of the building and selected areas externally. Use of the RMIT network is only available via the use of RMIT credentials and is subject to the same conditions of use as the rest of the campus. Non RMIT students should connect to the Internet through Eduroam. If this does not work for a resident, please contact Walert House staff to assist with making other arrangements for you. Please be advised that online gaming or smart home devices are not supported through the RMIT network.

Internet Customer Service Details
Phone: +61 3 9925 8000 **(**Critical issues and advice)
Web Form: **myTechSupport.rmit.edu.au** **(**non-urgent requests and queries)

Telephones / Emergency Telephones

There are no landline telephones provided within the apartments. Emergency telephones provided on each level near the lifts which will connect you to RMIT University Security staff, the on-duty Residential Advisor and Emergency Services.

Printing

For your convenience a printer is located on level 4. Printing is through the RMIT Network. You are required to either log in with your student number and password on the panel of the printer or swipe your student card on the scanner located on the side of the printer.

CONTACT DETAILS

Emergency Contacts

Dial **000**
(Police, Fire, Ambulance)

Property Address

Each apartment is allocated a mailbox, which is located near the front entry of the building at reception. Mail being sent to you should be addressed as follows:

Resident Full Name
UniLodge @ RMIT Bundoora – Walert House
Wurundjeri Country
(Apartment Number) _ _ _ _ / 345 McKimmies Road
Bundoora VIC 3083 Australia

If your mail does not include your apartment number or has a different name on it than what you have given UniLodge in your application, it will cause delays in delivery to your letterbox and may result in being returned to sender.

Property Phone Number

Office Hours: +61 3 9998 8400
When you dial the property phone number after hours, your call will be diverted to a voicemail so please contact the **Duty RA on 0429 094 773** for further assistance.

EMERGENCY PROCEDURES

UniLodge @ RMIT Bundoora – Walert House will provide residents with emergency assistance in the event of:

- Personal, physical or psychological emergencies (e.g. theft, assault, harassment, vandalism, lost and found items, accidental or self-inflicted injury or medical condition)
- Building infrastructure emergencies (e.g. fire or storm damage)
- Maintenance emergencies (e.g. loss of power, loss of heating, flooding due to plumbing blockages or breaks, malfunctioning locks, damage to doors or windows)
- Residency rule breaches (e.g. excessive noise, trespassing, other disturbances)
- Lockouts – where a resident lock themselves out or misplaces their swipe card

Assembly Location - Evacuation

If you are instructed to evacuate the building, make your way to the nearest **FIRE EXIT** and continue down the stairs to ground level. Please assemble on the footpath at the Tennis Courts and await further instructions from UniLodge staff. Before re-entering the building, please wait until instructed by the fire department that it is safe. You will be able to find an Evacuation Diagram on the back of your apartment door that instructs you of your nearest fire exit and evacuation point.

Fire Sprinklers and Detectors

Never cover or attempt to remove the smoke detector in your room as these are connected to the main fire alarm systems and these actions may cause a system fault and or a false alarm. Do not smoke, vape or use an electronic cigarette in the building as these actions may also cause the system to fault or set off a false alarm. In the event of a false alarm that is caused by interference with a smoke detector, Fire Rescue Victoria has it within its powers to levy fines and commence prosecutions.You may also be responsible for the cost of repairs to the system that this damage may cause.

DO NOT OPEN YOUR MAIN DOOR.

****False Alarm Callouts by Fire Rescue Victoria currently exceed $657 per fire truck per 15 minutes This cost will be passed on to the responsible resident**.**

DO NOT TOUCH THE SMOKE DETECTORS AND SPRINKLERS

In the event of excessive cooking fumes in your apartment that cause your alarm to activate please do not attempt to clear these fumes into the building common areas by opening your apartment door. This will automatically call the Fire Brigade who have it within their powers to levy fines for “Unwanted Alarms (currently in excess of $657 per fire truck per 15 minutes)”.
Please open your windows, turn on your rangehood and fan the fumes away from your detector which will cease its alarm once clear.

Touching the sprinkler head may result in it activating hundreds of litres of water to gush into your apartment, which will flood not only your apartment but also those below. Severe damage costs will be imposed upon anyone who interferes with a fire sprinkler or a smoke detector!

Upon Fire

- Assist any person in immediate danger only if safe.
- Close doors to stop oxygen fuelling the fire.
- Call the Fire Brigade (000).
- Evacuate to assembly area using the stairs.
- Remain at assembly area and await roll call.

REMEMBER: DO NOT USE LIFTS IN A FIRE EMERGENCY OR POWER OUTAGE

HEALTH

First Aid

All Walert House staff have completed first aid training and hold a valid First Aid and CPR certificate.

Local Dentist, Doctor, and Hospital Contact Details

Dentist	Doctor
Dentist Bundoora – Family Clinic 12 Ormond Blvd Bundoora VIC 3083 (1.5km, 15-minute walk) 03 8560 1697 https://www.ourdental.com.au/bundoora-family-clinic-contact-us/ Monday – Friday: 9.00am – 4.00pm Saturday - Sunday: Closed **Radiant Smiles Dental** 19-21 Copernicus Cres, Bundoora VIC 3083 (1.5km, 19-minute walk) 03 8593 4193 https://radiantsmilesdg.com.au Monday– Friday: 10.00am – 6.00pm Sunday: Closed	**University Hill Medical Centre** G3-2 Janefield Drive, Bundoora VIC 3083 (1.5km, 19-minute walk) 03 9467 4222 **Mill Park Super Clinic** 250 Childs Road, Mill Park VIC 3082 (3.1km, 7 minutes via car) 03 9436 4155 **Bundoora Family Clinic** 12 Ormond Blvd Bundoora VIC 3083 (1.5km, 15-minute walk) 03 8560 1697 https://myclinic.com.au/
Hospital - Public	**Hospital - Private**
Austin Hospital - Emergency Heidelberg VIC 3084 03 9496 5000 https://www.austin.org.au/ Open 24/7 **Northern Hospital - Emergency** Epping VIC 3076 03 8405 8000 https://www.nh.org.au/ Open 24/7	**North Park Private Hospital** Plenty Road & Greenhills Road Bundoora VIC 3083 (2.6km, 5 minutes by Tram) 03 9468 0100 http://www.northparkprivatehospital.com.au/ Open 24/7

In case of an emergency dial 000

OPERATING AND CARING FOR YOUR APARTMENT

Compulsory Departure Cleaning Fee

Your apartment has been professionally cleaned, and you have been supplied with a new mattress protector prior to your arrival. The mattress protector is yours to take with you when you leave if you wish. If you do not want to keep it, please throw it out in the bin room on level 1. Prior to departure, a **$130** compulsory cleaning fee will be charged to your account. This fee must be paid at reception prior to your departure. This fee covers the cost of:

- a professional clean, and
- replacement mattress protector

Compulsory Departure Cleaning Responsibilities

A condition listed in your Residential Agreement is that you must leave your premises in the same condition as when you entered them. Any cleaning required beyond the standard professional clean will be at the resident's expense and deducted from the security deposit. This includes:

- wipe down all surfaces
- vacuum and mop floors
- clean shower walls and floors of stains, grime and build up
- clean the toilet bowl and lid
- empty the room of all contents, as well as the fridge and freezer of food

Glass

Please note the following suggested points for the care and maintenance of the glass in your apartment.

WHAT NOT TO DO

- Do not store or place items in contact with the glass (this can damage the glass or create a heat trap leading to thermal breakage).
- Never use abrasive cleaners on glass. Scouring pads or other harsh materials must not be used to clean windows or other glass products. Powder based cleaners are to be avoided.
- Avoid causing extreme temperature changes as this may lead to thermal fracture of the glass (i.e. Do not splash hot water on cold glass, or freezing water on hot glass). Some tapes or adhesives can stain or damage glass surfaces. Avoid using such materials unless they are known to be easily removed.

Heating

There is a heater installed in your apartment. At no time should this be covered or obstructed in any way. Clothing and laundry cannot be hung over the heater as this is a dangerous fire hazard.

Cleaning

A wipe over with a clean, soft damp cloth should be enough to keep all countertops and surfaces clean. Soiled surfaces or light stains are best removed with warm soapy water or with a common detergent, such as Mr. Muscle, Nifty Solvent or bathroom cleaner. Wax or other polishes are unnecessary and should not be used.

Bathroom Floor Cleaning

Sweep up dust and dirt. Use a microfibre mop to apply a diluted alkaline cleaning solution to the floor. Scrub with a deck scrubber cleaning pad. Rinse the floor with warm clean water, removing the dirty water from the floor with a microfibre mop and allow to dry.

Appropriate Use of Kitchen Surfaces

When cooking utensils please use heat pads and cutting or chopping boards, as this could damage the countertops and surfaces. Sliding of heavy objects can cause scuffing of the surface.

Residents will be charged for any damage that occurs or replacements to the countertop and surfaces. Residents are asked not to remove from their apartment any item or equipment that has been provided by UniLodge.

Lithium Battery Safety

- Charge your battery on a hard surface
- Charge batteries only when you are home and not while you are asleep
- Don't use the battery if it is swelling, leaking, overheating
  More information: https://fire.nsw.gov.au/page.php?id=9426
  https://www.sustainability.vic.gov.au/recycling-and-reducing-waste-at-home/small-acts-big-impact/small-act-take-batteries-to-recycling-point

Microwave Oven

Your apartment is provided with a microwave oven located in the kitchen. The microwave is connected to a 240-volt single-phase electric power supply.

Maintenance

Please follow the procedure below upon discovery of an item requiring attention.

1. Identify the problem and be prepared to give the associated details.
2. Contact the customer service staff at reception to log a job
3. By logging the maintenance request via the StarRez portal, or by scanning the maintenance request QR code at Reception or on the back of your door.

Mirrors

The manufacturer's recommended cleaning method is as follows: Gently wipe with a damp, lint-free cloth.

Mould Management

Preventing Mould

- Allow sunlight into the property as much as possible, especially in bathrooms, laundries, and kitchens.
- Open doors and windows to allow air to circulate, particularly in bathrooms.
- Open windows in cooking areas.
- Always use exhaust fans when cooking.
- Limit the number of indoor plants.
- Clean up water leaks and spills indoors immediately.
- Prioritise the repairing of water leaks.
- Check the air from clothes driers are vented outside, not inside.
- Clean wet areas regularly by wiping away moisture from windows, walls, and near taps.
- Do not use a dry brush on mould as this can spread spores.
- Keep bathroom walls, showers, shower curtains, and basins as dry as possible.
- Clean carpets and rugs regularly using a HEPA (high efficiency particulate air) filter vacuum cleaner.
- Clean evaporation trays in air coolers, dehumidifiers, and refrigerators frequently.
- Allow space between furniture and walls so air can flow, particularly wardrobes.
- Don't stack boxes or other items against outside walls, especially walls that don't get a lot of sun.
- Place absorbent beads in affected rooms to soak up extra moisture.
- Use dehumidifiers.

Cleaning Solutions

- A solution of 3 parts vinegar and 2 parts water
- A solution of 70% methylated spirits and 30% water
- A solution of tea tree oil and water
- Commercial mould removing product

NEVER MIX BLEACH AND VINEGAR TOGETHER

Cleaning Mould Procedure

1. Position a drop sheet to capture any falling moisture from the cleaning process
2. Dip a microfibre cloth into the bucket containing the cleaning solution
3. Use the cloth with the cleaning solution to clean a small area of mould
4. Rinse the cloth in a clean bucket of water
5. Rinse the cloth in the second bucket of clean water. This reduces the likelihood of cross-contamination
6. Repeat step 3 to step 5.
    a. You may need to use multiple cloths depending on the amount of mould present.

Note: If streaks or discolouration remain on the surface, bleach may be used to rectify this.

NEVER MIX BLEACH AND VINEGAR TOGETHER

Refrigerator

Your apartment includes a refrigerator connected to a 240-volt electric power supply. On arrival check that the fridge is plugged in and switched on, you may need to adjust the cooling setting within the refrigerator. To be effective the refrigerator should be constantly left on.

Roller Blinds

You will find a chain on the side of the window. Pull the chain gently and smoothly from directly underneath to either raise or lower your window blinds. Should you pull the chain off; a charge will apply for any maintenance and replacement costs.

Fly Screens

There is a fly screen fitted to the opening window/s within your apartment. You slide the handle back and forth to open and close your fly screen. The fly screen can be completely closed when the window is open. Should you have any problems with your fly screen please do not attempt to fix it yourself, please see reception and we will log a maintenance job.

Smoke Detector

Your apartment has been installed with a smoke alarm. Generally, they are located on the ceiling in the living/bedroom areas. Each one is connected to a 240-volt power supply via your apartment switchboard. If you attempt to tamper, cover or remove your smoke alarm you are liable to be fined more than $3,000 by Fire Rescue Victoria.

Stains – Removing Stains

DO NOT use any powders or abrasive liquid cleaners. A light application of METHYLATED SPIRITS or cleaning liquid that does not contain solvents can be used.

Tiled Surfaces

Do NOT clean the tiles with ACID or with any abrasive materials. Use specifically designed tile-cleaning detergents only.

Vacuum Cleaner

A vacuum cleaner is available for you to borrow from reception. You are required to sign the vacuum in and out via the QR code at Reception. If you accidently damage the vacuum cleaner whilst you are using it to clean your apartment, please ensure to advise the staff at reception upon returning it. You must empty the vacuum cleaner after use.

Walls

Please be very careful of what you stick onto the walls. The walls could become damaged or paint may be removed if care is not taken and a charge will apply if this does occur. You can buy special hooks from supermarkets or hardware stores, which are designed to leave the walls un-damaged once removed. However, there is no guarantee damage will not occur. These are "3M Brand Adhesive/ Removable Hooks." Please ensure you remove these hooks at the end of your residency. Any damage caused because of removing these hooks will be your responsibility and repair will be at your cost. No sticky tape or blu-tack is to be used as it can stain.

PAYMENTS

All rent payments must be received on or before the due date as stated in your Residence Agreement. Failure to make payment on time will result in your account being in arrears and a formal breach notice being issued.

Residence Fee (Rent)

Rent must be paid as outlined in your Residence Agreement and must always be kept in advance.

All payments are to be made online through the **Resident Portal**. **Cash and direct bank transfers are not accepted at Reception.**

Payment Options Available in the Resident Portal:

- **Direct Debit:** Set up an agreed schedule so payments are automatically processed on the due dates.
- **One-off Payments:** Make a one-off payment for your upcoming semester or another period at any time.

When using the Resident Portal, please ensure your payments are made on or before the due date to avoid falling into arrears.

If you experience any difficulties making a payment or have questions about your account, please contact Reception as soon as possible so we can assist you.

Sundry Charges

Sundry charges, such as lock outs, are payable by residents and include additional cleaning and repairs. The resident must make payments for outgoings by the next Residence Fee instalment date.

Apartment Repairs

UniLodge @ RMIT Bundoora – Walert House employs contractors to repair any damages or problems that occur on the premises. The resident is liable for any damages or loss caused by negligence or misuse and will be charged for labour and any associated costs.

SECURITY

Insurance and Security for Your Apartment

All residents are strongly advised to take out insurance cover on their personal belongings and items such as stereos, computers, bicycles, clothing etc… as they are **not covered** by UniLodge Australia's insurance policies. Any large complex is vulnerable to petty theft, and UniLodge is no exception. We suggest that you **always keep your door locked.**

Intruders

Although we take all possible precautions, non-residents may occasionally gain entry. If you see anyone behaving suspiciously, call reception immediately and watch the person or persons from a distance but do not put yourself at risk.

Be aware that people have been known to walk around a complex with a clipboard pretending they are on official business of some kind.

- **UniLodge @ RMIT Bundoora – Walert House has 24-hour video surveillance.**
- **Do not show any person to a resident's apartment or tell them where they live - the resident concerned may not wish to see the visitor.**
- **Do not swipe your card for any other person in the lifts or open the front entry door.**
- **Tell the visitor to call reception.**

The onsite campus carpark is open for any person to access on foot. Please don't leave bags or valuables in your car, and make sure your car is always locked.